

PATIENT INFORMATION PAMPHLET

FROM THE COMMANDER



SEYMOUR JOHNSON AFB, NC
2005 - 2006

Welcome to your Clinic! The healthcare professionals of the 4th Medical Group are dedicated to providing the best healthcare possible. This pamphlet should help you better understand your clinic.

The availability of specific services may vary according to operational requirements of the 4th Fighter Wing. In the event we cannot provide the care you require, our TRICARE Office staff will work with you to arrange for your health care through our civilian provider network.

Total quality health care includes a responsive appointment system, a prompt and accurate pharmacy service, and health prevention, health education and promotion programs that reach out to our community. We strive to provide these services and many more. We rely on your help to identify areas for improvement through questionnaires, suggestions, and committees such as the Health Care Consumer Advisory Council. These teams and tools help us constantly re-evaluate the methods and types of services we provide. We invite and encourage you to take an active part in this process! Also, we depend on our Red Cross and Retiree volunteers to provide the range and volume of services we offer. We encourage you to volunteer your time and talents. If interested in becoming a volunteer, contact the Family Support Center at 722-1123.

Again, welcome to the 4th Medical Group. We care about you!

DONNA M. LAKE, Col, USAF, NC
Commander

TABLE OF CONTENTS Page

Mission/Vision Statement & Eligibility of Care.....	2
DEERS/Appearance/Smoking Policies.....	3
Children in Clinic/Patients Rights.....	4-5
Patient Responsibilities.....	6
Advance Directives.....	7-8
Medical Records.....	8-9
Appts/Ambulance Service/TRICARE.....	9
Referrals/Air Evac/.....	10
Claims/Dental Program/Customer Assistance.....	11
Volunteers/Advisory Council.....	12
Health Promotions.....	13
Ethics Hearing/Third Party Collections	14-15
PHAs/Primary Care Mgt.....	16
Primary Care Clinics/Pediatrics.....	17
Women's Health/Mental Health/Excep. Family Mbr.	18
Physical Therapy/ Flight Medicine	19
Optometry/Immunizations/Public Health.....	20
Dental Services.....	21
Laboratory/X-Ray.....	22
Pharmacy.....	23
4 th Medical Group Key Phone Numbers.....	24
Web Resources.....	25

NORMAL HOURS OF OPERATIONS:

Monday/ Fridays: 0730-1630
 Tuesday/Thursday: 0830-1630
***Wednesday: 0730 – 1630**

***On the second Wednesday of each month, clinics will close at 1100 hours.**

If you have questions regarding the development, contents, formatting, etc., of this guide, you may contact Ms. Sylvia Cunningham:

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Introduction

This pamphlet was prepared to assist you in understanding the services available at the 4th Medical Group, Seymour Johnson Air Force Base, North Carolina. We encourage you to familiarize yourself with the contents of this brochure, as it will aid you in obtaining health care and other services.

Mission and Vision Statements

Mission Statement

“Support 4 FW mission and provide premiere health and wellness services... anytime, anywhere”

Vision Statement

“Legendary Service”

Eligibility for Health Care

Individuals Authorized Care

The principal mission of the 4th Medical Group (MDG) is to provide healthcare to active duty (AD) military patients, but many of the clinic's services are available to their dependents, retirees and their dependents if enrolled in TRICARE Prime.

To substantiate eligibility for health care, all patients must be enrolled in the Defense Enrollment Eligibility Reporting System (DEERS), and present a valid military identification (ID) card (if 10 years of age or older) to clinic personnel before receiving health care. Patients who have neither a valid ID card nor DEERS enrollment may be subject to denial of health care. These patients will be required to sign a statement of eligibility certifying they are eligible beneficiaries, and must prove eligibility status within 30 days or pay the Air Force an established rate for healthcare furnished. Patients requiring emergency treatment to save life or limb are treated immediately without regard for eligibility and questions regarding eligibility are addressed after the emergency situation is resolved.

DEERS

The Defense Eligibility Enrollment Reporting System (DEERS) is a Department of Defense program designed to help secure military beneficiaries' health benefits by eliminating fraud. This program is as important to you as your military ID card. To find out if you are enrolled, you can call DEERS toll free: 1-800-538-9552. If you are not enrolled in DEERS, please contact the Military Personnel Flight, Customer Service Section at 1245 Goodson Street, or telephone 722-4027. Enroll your newborns in DEERS within 5 days of birth. Address changes can be submitted via the TRICARE website. Check the A-to-Z (<https://www.tricare.osd.mil/deers/>) list for DEERS Address Change.

Appearance and Behavior

While in this medical facility, it is necessary that all patients maintain a neat and presentable appearance in accordance with military standards and courtesies. Additionally, we do not permit drinking or possession of alcoholic beverages, gambling, boisterousness, weapons (except by law enforcement officers in the accomplishment of their duties), or profane language in the clinic.

Smoking Policy

The 4th Medical Group facilities are SMOKE-FREE/TOBACCO FREE facilities. Tobacco use is a serious health hazard for smokers and those around them. Our goal is to provide you with the best possible health care environment.

Children in the Clinic

We at the 4th Medical Group are concerned for the health and safety of your children and the quality of care we provide. For this reason, we ask that you make child care arrangements prior to coming to our facility. Bringing well children to the clinic exposes them unnecessarily to health and safety risks. Children, who are not here as patients, are not permitted in the treatment areas and must not be left unattended. Please be aware of the following:

- You are responsible for the care, control, and conduct of your children at all times. Do not allow them to run in the hallways, eat in other than designated areas, stand up in strollers or sit or climb on countertops, furnishings, or equipment.

- We do not have any child care facilities within the 4th MDG. You can contact the Child Development Center at 722-1199 or Family Support Center at 722-1123 for help with childcare.

- Base regulations require children under the age of 10 to be supervised by someone at least 13 years of age.

- Children under the age of 10 may not be left unattended at any time.

- Leaving children unattended in a car is prohibited.

Your cooperation in this matter will help reduce the potential for injuries to your children in this facility.

The Patient's Bill of Rights

PATIENT'S RIGHTS. Health care personnel must support the patients' rights and ensure these rights become an integral part of the healing process. Specific patients' rights exist in a number of areas:

1. **MEDICAL CARE:** Patients have the right to reasonable access to quality care and treatment consistent with available resources, regardless of his/her cultural, psychosocial, spiritual, and personal values, beliefs, and preferences.

2. **RESPECTFUL TREATMENT:** Patients have the right to considerate and respectful care, with recognition of his/her personal dignity.

3. **PATIENT INFORMATION:** Patients are entitled to receive information concerning their rights and responsibilities for receiving care, treatment, and services.
4. **INFORMED CONSENT:** Patients have the right to fully participate in decisions about their care, treatment, and services and to insure consent is obtained and documented for recording or filming made for purposes other than the identification, diagnosis, or treatment of the patients.
5. **IDENTITY:** Patients have the right to receive adequate information about the person(s) responsible for the delivery of their care, treatment, and services.
6. **RIGHT TO REFUSAL:** Patients have the right to refuse care, treatment, and services to the extent permitted by law and government regulations and to be informed of any consequences of his or her refusal.
7. **ADVANCE DIRECTIVE:** Patients have the right to make advance directives concerning their medical care, to include end-of-life decisions, and to seek assistance or a referral for help in the formulation of advanced directives.
8. **OUTCOME OF CARE:** Patients, and when appropriate, his or her family, have the right to be informed about the outcome of care, treatment, and services that have been provided, including unanticipated outcomes.
9. **EXPLANATION OF CARE:** Patients have the right to have their diagnosis, treatment, and procedures explained in terms that they can understand.
10. **PATIENT CONCERNS:** Patients have the right to receive a response to any concerns with their medical care and to have the facility acknowledge, review, and resolve these concerns.
11. **PRIVACY AND CONFIDENTIALITY:** Patients have the right, within the law and Air Force regulations, to secure, private, and confidential health care.
12. **ABUSE:** Patients have the right to be free from mental, physical, sexual, and verbal abuse, neglect, and exploitation.
13. **PAIN MANAGEMENT:** Patients have the right to receive appropriate assessment and effective management of their pain.

Patient's Responsibilities.

1. **PROVIDING INFORMATION:** Patient's or appropriate family members must provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalization, medications, and other matters relating to their health. Patients must also report any perceived risks in their care and unexpected changes in their condition.
2. **ASKING QUESTIONS:** Patients or appropriate family members must ask questions when they do not understand their care, treatment, and service or what they are expected to do.
3. **COMPLIANCE WITH MEDICAL CARE:** Patients and family members must follow the care, treatment, and service plan developed for them and express any concerns about their ability to follow the proposed plan. Patients and their family members are responsible for the outcomes if they do not follow the care, treatment, and service plan recommended. They are also responsible for making all appointments on time or to give proper notice to the clinic to cancel if unable to keep their appointment for any reason.
4. **MEDICAL RECORDS:** The 4th MDG records are the property of the U.S. Government, but the information belongs to our patients. With proper notice, copies of medical records will be provided within a timeframe set by the clinic. Medical records themselves must not leave the facility.
5. **RULES AND REGULATIONS:** Patients and their families must follow the organization's rules and regulations and understand that medical readiness is a priority mission.
6. **RESPECT AND CONSIDERATION:** Patients and their families must be considerate and respectful of all medical personnel and property, as well as to other patients and their property.
7. **FINANCIAL OBLIGATIONS:** Patients and their families should promptly meet any financial obligation agreed to with the organization.
8. **REPORTING OF RECOMMENDATIONS, CONCERNS, QUESTIONS, AND COMPLAINTS:** Patients can help the 4th MDG Commander provide the best possible care by reporting all recommendations, concerns, questions, and complaints to one of the section patient advocates, OIC, or NCOIC located in each clinic. If this route is unsatisfactory, patients can then be referred to the 4 MDG Patient Advocate Officer.

Advance Medical Directives

The following information will tell you what an Advance Medical Directive is and how you can complete one for yourself. An Advance Medical Directive will let you take an active role in decisions about your health care and help you plan for the future in case your health does not allow you to make those decisions.

What is an Advance Medical Directive? An Advance Medical Directive informs physicians and other health care providers of important decisions you have already made concerning your future health care. It speaks for you when you are no longer able to, either because you are unable to make decisions for yourself or because you are unable to communicate your decisions to your physician. It is a legal document and can be in the form of a Living Will and/or a Health Care Power of Attorney.

What is a Living Will? A Living Will voices your ultimate decision to accept or reject life-sustaining procedures if you are diagnosed as being terminally ill and incurably ill or in a persistent vegetative state (“coma”). Through a Living Will, you may refuse, in advance, some or all life-sustaining procedures that artificially prolong the dying process. Your Living Will directs the physician to withhold or withdraw such procedures according to your wishes. Some examples of life-sustaining procedures you may elect to refuse are: mechanical ventilation/respirators, artificial nutrition and hydration, antibiotics, etc. These legal documents are called Living Wills because they are instructions about your life.

What is a Health Care/Medical Power of Attorney? A Health Care Power of Attorney is a legal document in which you designate or name a Health Care Agent. Through this document, you can appoint, in advance, a competent adult to act as your agent to consent to or refuse medical care on your behalf if you are unable to make or communicate your own decisions.

It is possible, but not necessary, to have both types of documents. Be aware that both the Living Will and the Health Care Power of Attorney have no effect as long as you are mentally and physically capable of making decisions for yourself.

Who can make Advance Medical Directives? Any competent adult (age of 18 or older) may make an Advance Medical Directive.

Do Advance Medical Directives have to be witnessed? Yes, they do. However, family members and certain clinic employees may not be witnesses. It is always wise to contact the Base Legal Office for assistance.

What if I do not want an Advance Medical Directive? You are not required to have an Advance Medical Directive in order to receive care at any medical treatment facility. It is simply an option we tell you about. Whether or not you decide to have one is your personal decision.

Be sure to inform your physician, nursing staff or health services technicians if you have or desire an Advance Medical Directive. If you have one, a copy should be placed in your Outpatient Record. You should keep the original in a safe place.

Who can I talk to if I have questions? You can talk to your health care provider and the nursing staff about your medical choices. The Legal Office will answer your legal questions and provide legal advice. If you have any questions or would like to complete an Advance Medical Directive, contact the Legal Office at 722-5322.

Medical Records

Medical records are the property of the United States Government and it is the responsibility of the 4th MDG to maintain the record while each patient is a beneficiary of this clinic. The health record is an important record, which provides a current, concise, and comprehensive account of an individual's medical history. If the record is not available to our medical personnel, valuable medical documents may be lost and part, if not all, of the patient's medical history may be missing. All patients whose servicing medical facility is the 4th Medical Group will have their records maintained at this facility. Patients who periodically come to this facility for care, but reside outside of our catchment area will also have their medical records maintained here. In addition to maintaining the medical records, a medical records copying service is available upon request. If you desire a copy of your medical record, we request we be given a minimum of 30 days advance notice.

Whenever you receive care from civilian providers you should obtain copies of any treatment provided for inclusion in your outpatient record. These documents will give our providers valuable information about your medical condition and will improve their ability to provide quality health care.

For all scheduled or follow-up appointments within the 4th Medical Group, the health record will be forwarded to the appropriate clinic prior to each patient's appointment. For any appointments outside of the military training facility (MTF), copies of pertinent information must be requested prior to the date of the civilian appointment.

If you maintain the original copy of your medical records it is imperative that you return them to the medical group as soon as possible. This will allow proper care and follow-up.

Appointments

Visits for most clinics are by appointment only. Appointments are available by calling 1-888-431-6783, or by calling 722-1802. The clinics and specific Primary Care Managers may be contacted using phone numbers listed in the back of this booklet. After normal duty hours, call 580-4184 to contact on-call clinic personnel.

Ambulance Service

For on-base emergencies call **722-0911** for an ambulance. The ambulance service transports patients directly to the Emergency Department at Wayne Memorial Hospital. Off-base military beneficiaries residing in Wayne County should also call 911. The hospital and physician's bills for active duty members should be brought to the clinic the next duty day. Make sure you speak with your PCM prior to (preferably), or within 24 hours of visiting an Emergency Room.

TRICARE

Providing health care in today's environment of continuing budget constraints and reduction of military forces is a challenge. We realize these circumstances cause some members of our military family to experience difficulty in obtaining care. That is why we are excited about TRICARE, which facilitates health care in a timely manner while decreasing your out-of-pocket costs.

Many of you have relied on military MTFs for most, if not all, of your health care. Our MTFs certainly remain an integral part of TRICARE. TRICARE expands your options to include a growing civilian provider network. These providers have been carefully selected to participate in TRICARE because of their high quality care standards.

There are three different TRICARE plans from which you can choose: Prime, Extra and Standard. Each plan has different cost shares and degrees of freedom for choosing your health care providers. For more information call 1-800-931-9501, visit the TRICARE Service Center or visit the TRICARE website (www.tricare.osd.mil).

Referrals

Once the Primary Care Manager (PCM) determines specialty care is needed, a referral is sent to the Referral Management Center (RMC). The RMC staff and Health Net, the Managed Care Support Contractor, partner to coordinate care outside the MTF. For questions referring to this process, call the RMC at 722-1802, option 3, or your PCM team.

Aeromedical Evacuation

In the event a patient requires transportation to another military medical facility outside the local area, the health care staff will arrange for patients to utilize the Aeromedical Evacuation (Air Evac) System. The Air Evac clerk will input the patient into the Air Evac system and transport/arrange for transport of the patient(s) to and from Pope Air Force Base. For information call your PCM or the Patient Administration office at 722-1262/1264.

Beneficiary Counseling and Claims Assistance (BCAC) and Debt Collection Assistance Officers (DCAO)

This office provides assistance to beneficiaries with questions and/or medical claims issues. The Health Benefits staff will assist all eligible beneficiaries to include those with Prime, Standard, and Extra coverage. Simply call 722-1951 for assistance.

TRICARE Dental Program (TDP)

This is a private insurance program for family members of all uniformed services active duty, Selected Reserve, and Individual Ready Reserve personnel of the Uniformed Services. The plan is voluntary, requiring the sponsor to enroll his/her dependents into the TDP. A list of participating dentists and additional information can be obtained from the Dental Clinic, the TRICARE Service Center, or via the contractor's (United Concordia) web site at www.uccci.com.

The TRICARE Retiree Dental program is currently administered via Delta Dental. They may be contacted at 1-888-336-3260 (toll-free) or at www.ddpdelta.org.

CUSTOMER ASSISTANCE/PROBLEMS AND CONCERNS

The Patient Advocate Program is designed to ensure your concerns/feedback regarding your healthcare is addressed to resolution in a timely manner. Through this program the 4th MDG provides an immediate response to your concerns. Contact the section patient advocate in the area where you have a concern. His or her photograph is posted in the waiting room. If your problem is not adequately addressed you may also choose to speak with the OIC or NCOIC. They will try to answer your questions or solve your problems before you leave the clinic. If they are unable to do so, they may refer you to the 4th Medical Group Patient Advocate Officer where your concern will be documented and sent for review. You may also call the Patient Advocate Officer during normal duty hours at 722-1836.

The men and women at the 4 MDG strive to provide excellent quality care. We would like to know your concerns and how you feel about the service you receive while visiting our facility. Please take a moment to comment on the care provided by filling out our customer feedback forms available in the clinic waiting areas and by boxes throughout the facility. This program is important to the 4 MDG and to you because it allows us to measure the level of your satisfaction while identifying and correcting problem areas, thus providing better care and service in the future.

Volunteers

We have a very active volunteer staff working in the 4th Medical Group. Volunteers perform many vital functions that help the everyday operations of the clinic flow smoothly. If you are interested in being one of these valuable volunteers, contact the Family Support Center, 722-1123. If you are a retiree and are interested in becoming a volunteer, please contact the Retiree Activities Office at 722-1119.

Healthcare Consumer Advisory Council

This council is composed of representatives from various advisory groups; i.e., retirees, active duty squadrons, dependents, veterans, spouses, etc. The purpose is to advise the clinic of your needs so we can meet them better. The Council meets quarterly and is open to anyone interested in attending. Call 722-1987 for more information. We depend on your involvement; please ensure your input is being acted upon. If you are active duty or a family member, your squadron representative is your point-of-contact.

Health Promotions - Health & Wellness Center (HAWC)

Health Promotions is a program designed to promote healthy lifestyles by identifying health risks and establishing programs, which facilitate changes towards the adoption of healthier behaviors in our Air Force community. Health and Wellness Centers (HAWC) are established at each Air Force installation to provide a "one-stop-shop" for health and fitness assessment, awareness and prevention programs. The SJAFB HAWC is located on the second floor of the Fitness Center. The center provides stress management education, injury prevention, nutritional counseling, disease risk counseling (cholesterol, cancer, osteoporosis, diabetes, and high blood pressure), health risk appraisals, exercise prescriptions and cycle ergometry assessments. The Health and Wellness Center also offer a tobacco cessation program through the American Lung Association. This program is developed to meet your needs. When you are ready, the American Lung Association Program is open to all military beneficiaries and DoD civilians. *DoD civilians are required to obtain their medications through their civilian healthcare provider and bring it to the HAWC.*

TO BEGIN, simply call

1-800-548-8252 between 0700-1900 Monday thru Friday to have a telephone consultation with a Certified Registered Nurse or Respiratory Therapist from the American Lung Association

Books and videos on various health topics can be signed out. Educational materials are available for the taking on all the above topics at the HAWC. At the "Family Place," located in Military Family Housing, additional programs are offered to meet the needs of our Seymour Johnson population. Stop by and see if we can't make a difference in pointing you in the direction of getting healthy and staying healthy. Call the HAWC at 722-0407 for additional information.

Ethics Hearing

Ethical issues or differences of opinion concerning treatment options may arise because the physician and patient/family have different value systems, which may stem from different religious beliefs, ethnic backgrounds and/or upbringing. If a conflict arises that cannot be resolved through discussion between the physician, his/her supervisor and patient/family, an Ethics hearing will be called to discuss and make recommendations to help resolve the issue. This does not include differences of opinion concerning treatment options that are medically or legally contraindicated.

Third Party Collection Program

This program was established in 1986, under the U.S. Code, Title 10 to authorize military medical treatment facilities to bill health insurance carriers (i.e. Blue Cross Blue Shield, Aetna, etc) for the cost of medical care provided to health care beneficiaries who are covered by these programs. Health insurance does not include TRICARE, Medicare or any of their supplemental programs. Below are some of the most common questions asked:

- What medical services are billed to insurance companies?

Insurance companies will be billed for each day a patient is hospitalized in a military treatment facility and for each clinical visit.

- Do you have Health Insurance?

You will be asked this when you schedule an appointment and upon arrival to the clinic. You will be asked to fill out a DD 2569, "Third Party Collection Program - Insurance Information" form to certify whether or not you have civilian health insurance. If a health insurance program covers you, we will need for you to provide your policy number and any other related information. For all future visits, please bring your insurance identification card.

- Health care is one of my service benefits, why does the military clinic have to bill my insurance company?

Your health care is paid by federal tax dollars. The law requires the military treatment facilities to recover these costs if they are covered by health insurance.

- If the full cost of care is not recovered from my insurance company, will I get a bill from the military clinic?

No. You will not be billed for any costs we cannot recover. If your insurance company makes full or partial payment you will not be billed.

- Will I need to pay my deductible?

No. The government will absorb the deductible. Additionally, charges billed by the military medical treatment facilities should be credited toward your deductible, thus reducing your out of pocket expenses if you receive care from a civilian provider.

- What will I receive from my insurance company?

You will receive an Explanation of Benefits (EOB) from your insurance company explaining how much was paid to the military treatment facility and what deductible or co-payments were subtracted from the claim. This is not a bill. You are not responsible for co-payments or deductibles not paid, even if they appear on the EOB.

- What effect will this have on my health insurance?

Health insurance is intended to cover the specific medical needs covered in your policy for the premiums you or your employer pays. Since the Department of Defense medical treatment facilities are legally authorized and directed to recover the cost of the health care provided, your health insurance is being used as it was intended.

For additional information, please contact the Business Office at 722-0932.

PREVENTIVE HEALTH ASSESSMENTS (PHAs)

Preventive Health Assessments (PHAs) are required annually for all active duty personnel, and are a requirement for worldwide mobility. PHAs are scheduled by each PCM, working in conjunction with the health monitors for each squadron. Special instructions, such as for required dress, special laboratory procedures, etc., are provided by letter to the individual at the time of scheduling. It is extremely important that personnel attend their PHA appointments at the time they are scheduled. For questions or concerns, individuals should consult their squadron health monitors or PCM team.

CLINICAL SERVICES

The following are brief descriptions of the health care services available at this facility:

Primary Care Management:

TRICARE Prime enrollees are assigned to a Primary Care Manager (PCM). The PCM is a health care professional (physician, physician assistant (PA), nurse practitioner) who is responsible for providing and/or coordinating needed care for the patient.

The goal is to facilitate continuity of care by ensuring that the patient sees the same provider each time care is needed, to enhance knowledge of the individual's needs and health history. The PCM may be an individual provider or a team of providers.

PCM teams are currently organized as shown below: In the Primary Care clinics, the Teams are Blue and Gold, with the Green Team in Flight Medicine for flyers and their family members, and personnel in the Personnel Reliability Program (PRP). The Silver Team (Pediatrics) is reserved for patients under 18 years of age and younger. All PCM teams and other medical group services may be contacted via the central 722-1802 telephone number.

Primary Care Clinic

The Primary Care Clinic is divided into two teams, (Blue and Gold). The Silver Team is reserved for pediatric patients. Each team is composed of physicians, physician assistants (PAs), nurse practitioners, nurses, and technicians. Each clinic provides general diagnostic and therapeutic care for most patients, including pediatrics, uncomplicated gynecological problems, general medicine, orthopedics, podiatry and minor surgery, and general internal medicine problems. Patients may be referred to another specialty clinic or off base if the need arises. If you think you need a sick call appointment, call the clinic to which you are assigned. The Active Duty member may be placed on quarters for 24 hours, scheduled for an appointment, or returned to duty with self-care. For all appointments call 722-1802 or the TRICARE Service Center toll free# 1-888-431-6783. Medication refills for patient's new to the 4th Medical Group may be obtained by first making an appointment with the patient's primary provider (if in PCM) then bringing outpatient record and bottles to PCM desk to be renewed the next day. Medication refills for established patients may be obtained by contacting your PCM and requesting a refill or by walking into the clinic and filling out a request slip. Our providers do not routinely refill medications written by civilians and other military clinics without an appointment, but you can fill them in our pharmacy, if the medicine is available. The Primary Care Clinic normal hours of operation are as follows:

Silver Team (Pediatric Clinic)

This clinic is for the care of infants and children under 18 years of age. NOTE: Treatment of infants and children over age 3 is also available through the Primary Care Clinic. Call 722-1802 or toll free# 1-888-431-6783 for appointments. An individual cannot obtain the records of a spouse or child over eighteen years of age for any reason without a signed release from that individual. Children under 18 years of age cannot receive routine care without the presence of a parent or guardian, or an adult possessing a medical power of attorney. Medical powers of attorney are available through the Base Legal office, 722-5322.

Women's Health Clinic:

For an appointment call 722-1802 or toll free# 1-888-431-6783.

The Women's Health Clinic is composed of two Women's Health Care Nurse Practitioners and support staff trained in the area of women's health. We provide a variety of services ranging from routine annual well women exams to more complex procedures such as colposcopy and endometrial biopsy. Counseling is also available on all women's health issues including hormone replacement therapy, disease prevention strategies, and family planning. We have state of the art equipment and an extensive library of educational materials. Patients may be referred to local civilian providers if the need arises. The Women's Health Clinic does NOT provide any obstetrical care. All obstetrical care is provided by civilian physicians in the local area. Pregnancy tests can be obtained through the primary care clinic.

A referral is NOT required to be seen in the women's health clinic. SELF-REFERRAL IS ALLOWED for women's health care services.

Mental Health Clinic & Family Advocacy

The Mental Health Clinic provides psychotherapeutic services for groups and individuals, marital therapy, parenting skills, stress management, and substance abuse counseling. Family Advocacy includes administration of the Family Advocacy Program and the Exceptional Family Member Program (EFMP). Care for dependents, retirees, and dependents of retirees is extremely limited. Consequently, these beneficiaries are seen on a space-available basis. Non-active duty patients with psychiatric conditions are normally referred for civilian hospitalization or outpatient care. Outpatient appointments for active duty personnel are made with the clinic by self-referral, referral from health care providers or other Air Force agencies. Call 722-1883 for an appointment and/or information. Prevention and education services are available through our Family Advocacy Outreach Program--please contact 722-1878 for additional information.

Exceptional Family Member Program

The EFMP is designed to provide assistance to eligible personnel with dependents who receive special educational or medical attention for chronic physical or mental conditions, or who require frequent services by a specialist. This assistance may be in the form of referral to available support services or counseling on special assignment considerations. For more information on this program, call 722-1878.

Physical Therapy

Physical therapy provides evaluation and treatment of musculoskeletal and orthopedic/sports medicine injuries to all active duty personnel and to DoD beneficiaries as manpower permits. Our goal is to establish and implement individualized exercise and treatment programs to relieve pain, restore function, and prevent injuries. Those eligible for care are seen by referral from credentialed providers to include physicians, physician's assistants, and dentists. Care for non-TRICARE Prime patients is available on a space available basis only. Appointments can be made by calling 1-888-431-6783, 722-1846, or in person at the physical therapy clinic.

The physical therapy clinic does not provide services for patients requiring long-term care for pediatric or adult neurological conditions, neonatal intensive care intervention, or developmental disabilities. These patients are referred through TRICARE to specialty facilities to better meet their needs.

Physical therapy provides prevention information for musculoskeletal and orthopedic/sports medicine injuries to include low back pain and running injuries. If there are any questions concerning physical therapy services, call 722-1846.

AEROMEDICAL SERVICES

Flight Medicine (Green Team)

Provides comprehensive healthcare for personnel on flying or special duty operational status (e.g., air traffic controllers) and their family members, utilizing the family practice concept of medicine. Members on the Personnel Reliability Program are also seen in Flight Medicine for their comprehensive healthcare. Active duty personnel are seen for sick call on a walk-in basis, 0730 to 0830 and 1330 to 1345 Monday through Friday. Active duty personnel and family members are also seen by appointment at other times during the duty week. Call 722-1802 or Tricare Service Center toll free at (888) 431-6783 for appointments.

Optometry Clinic

The Optometry Clinic provides comprehensive vision care. Active duty and retired personnel are eligible for military spectacles (retirees are authorized one pair each year). Priority is given to active duty personnel assigned to Seymour Johnson AFB. Active Duty Members Call 722-1802, or 722-1869 to schedule an appointment. Active Duty dependents enrolled in TRICARE Prime are authorized 1 routine eye examination per year by an approved Civilian Network Provider WITHOUT A REFERRAL. Dependents also must obtain eye wear through a civilian source at their own expense. Retired members and dependents on TRICARE Prime are authorized one eye exam every 2 years WITHOUT A REFERRAL by an approved Civilian Network Provider. Retired members that are diabetic are allowed annual comprehensive eye examinations by an approved Civilian Network Provider. Diabetic patients requiring annual comprehensive eye examinations can also be referred to this clinic by their primary care manager.

Immunizations

The Immunization clinic is a walk-in clinic. If you would like additional information concerning specific immunizations or allergy skin testing, please contact the clinic at 722-1845.

Note: PPD (5TU) tests (TB skin tests) are not administered on Thursdays. Childhood immunizations are scheduled to follow standard well-baby check-ups. Medical Records and Immunization Records are required for immunizations. Hours of operation are 0730-1115 and 1230-1600 Mon/Wed/Fri, 0830-1115 and 1230-1600 Tues/Thurs, except for the second Wednesday of each month when clinic opens at 0830 and closes at 1100 for training.

Public Health

Public Health duty hours are 0730 to 1630, Monday – Friday of each week except for the second Wednesday of each month when clinic will close at 1100 hours for training. Phone numbers to contact Public Health are 722-1171/1172.

Medical Aspects of Food Service: All facilities located on Seymour Johnson AFB and Fort Fisher that sell, store, prepare or serve food is routinely inspected for compliance with current public health directives. At the present time, approximately 40 facilities are under surveillance. About 350 food handlers are employed on base and receive recurrent food handling training.

Public Health Inspections: Areas in use by the general public on Seymour Johnson AFB and Fort Fisher are inspected for compliance with general public health standards. There are 20 facilities subject to inspection and inspection intervals vary from monthly to annually, dependent on the facility.

Preventive Medicine: Preventive medicine programs conducted by Public Health include communicable disease surveillance, tuberculosis detection and control, sexually transmitted disease control, fetal protection, clinic employee health, occupational health and illness/injury investigation, medical entomology, deployment medicine and “traveler’s medicine” for unofficial travel to high-risk locations.

Initial flight physicals and DODMERB are scheduled through Force Health Management on an appointment basis. Personnel scheduled for examinations will report directly to the Force Health Management Section at 0700 on the day scheduled. To schedule an appointment call 722-1052.

DENTAL SERVICES

Dental services are provided in the Kiecker Dental Clinic, Bldg 2805, Mon/ Fri from 0715 to 1630 (except for the second Wednesday of each month when clinic will close for training at 1100 hours after dental emergency sick call) and Tues/Thurs from 0830 to 1630. Active duty members are provided comprehensive dental care and may make appointments in person or by calling the Kiecker Dental Clinic at 722-1933.

Active duty family members and retirees and their family members are authorized space available care, when not covered under any of the TRICARE dental programs, but this care is extremely limited. Active duty family members are strongly encouraged to use the TRICARE Active Duty Family Member Dental Plan. Retirees and their families are encouraged to seek other types of dental insurance wherever they are able to obtain coverage.

All beneficiaries are eligible for emergency dental treatment; however, emergency services will only permit treatment for severe pain, infection or trauma. Definitive care following emergency treatment for other than active duty personnel will be referred to civilian providers at the patient's expense. To receive emergency dental treatment during duty hours, patients should report to the Dental Clinic at 0715 or 1230. After hours and on non-duty days, patients should call 722-1802.

ANCILLARY AND SUPPORT SERVICES

Laboratory

Telephone Number: 722-1817. Eligibility: All military health care system beneficiaries with a legible laboratory requisition signed by a licensed military or civilian provider. Location: Laboratory Services is centrally located in the main clinic building in the hall between Pharmacy Services and Radiology. Hours of operation: 0730-1630 Monday through Friday for routine services. We support patients of extended hours, weekends, and holidays consistent with hours of operation of the 4 MDG.

Services:

- ◆ All patient engagements are conducted at the patient reception desk.
- ◆ Basic laboratory tests in hematology, chemistry, urinalysis, serology/immunology, and bacteriology are conducted relevant to Family Practice and Aerospace Medicine. Any more advanced testing is referred to military laboratories at no cost or to civilian laboratories at a cost.
- ◆ Special collection directions are available for some testing which may require additional patient engagements with the laboratory, i.e.,
- ◆ Lipid Profiles (cholesterol screening): Requires a 12 hour fast, water only, continue to take prescribed medications

Result turnaround time is dependent upon the avenue chosen for each test. For external provider requisitions, it is imperative that your provider’s expectations of result turnaround time accompany the requisition.

X-Ray (Diagnostic Imaging/Radiology)

Services include routine radiology and screening mammography. All examinations require a health care provider's request. Civilian requests will be honored on a space available basis. Routine radiography will be performed on a walk in basis while all mammograms will be scheduled. Please call 722-1863 for additional information.

Pharmacy

The pharmacy department dispenses medications upon receipt of a written prescription from a military or civilian physician or dentist. For prescriptions from civilian physicians and dentists, the pharmacy must follow Air Force instructions, federal guidelines, and state of North Carolina law in regard to pharmacy practice. If you receive your care from a civilian provider, have them call the pharmacy BEFORE they write the prescription to find out if we carry that medication, or they can access the formulary from the 4 MDG website (www.seymourjohnson.af.mil/4fwunits/mdg). This will save you time at the pharmacy. The Main Pharmacy (722-1814), in the Thomas Koritz Clinic fills only new prescriptions, and the Satellite Pharmacy (722-0355) located in the Base Exchange fills only refill prescriptions. Hours of operation:

Main Pharmacy

****Mon - Friday** 0730 - 1700

*** Sat/Sun/Holidays** Closed

Satellite Pharmacy

****Mon - Fri:** 0900 – 1700

Sat/Sun/Holidays Closed

(On the second Wednesday of every month, both pharmacies close at 1200 hours.)**

The satellite pharmacy has a mandatory call-in refill service and your refills are ready in two (2) duty days. The phone numbers for this system are 722-1998 or toll free in North Carolina 1-800-982-4262. Due to Air Force regulations, the pharmacy must have the original prescription on file in order to refill the prescription. The pharmacy cannot refill prescriptions that were originally filled at another military or civilian pharmacy. You must present your Identification Card (ID) to the Pharmacy window when dropping off a prescription or picking up medication. Pharmacy staff members will dispense medications when presented with the patient's valid ID card. DoD policy requires that if picking up medications for another eligible beneficiary, you must have a signed release statement and copies of both the front and back of the patient's military ID card.

4th MEDICAL GROUP KEY NUMBERS

APPOINTMENTS	1-888-431-6783 or 722-1802
ON-CALL PROVIDER/ <i>NON-DUTY HOURS</i>	<i>580-4184</i>
BIOENVIRONMENTAL ENGINEERING	722-5401
BUSINESS OPERATIONS FLIGHT	722-0932
TRICARE OPERATIONS/PATIENT ADMIN.	722-1262/64
DENTAL CLINIC	722-1933
FLIGHT MEDICINE	722-1802
HEALTH/WELLNESS CTR (HAWC)	722-0407
HEALTH BENEFITS ADVISOR	722-1951
IMMUNIZATION CLINIC	722-1845
LABORATORY	722-1817
MENTAL HEALTH/FAM ADVOC	722-1833
OPTOMETRY (Aerospace Visual Support)	722-1869
4 MDG PATIENT ADVOCATE OFFICER	722-1836
PERFORMANCE IMPROVEMENT	722-1822
PHARMACY	722-1814
PHARMACY SATELLITE	722-0355
PHARMACY – Automated Refill Service	722-1998
PHYSICAL THERAPY	722-1846
PRIMARY CARE (PCM) TEAMS	722-1802
PRIMARY CARE (TDD Service)	722-0742
PRP	722-0758
PUBLIC HEALTH	722-1172
GROUP SUPERINTENDENT	722-1810
FIRST SERGEANT	722-1816
REFERRAL MANAGEMENT CENTER	722-1802
CHIEF NURSE	722-0849
CHIEF OF MEDICAL STAFF	722-1759
4 ADOS/CC	722-1937
4 MDOS/CC	722-1759
4 MDSS/CC	722-1772
DEPUTY COMMANDER (IG)	722-1813
COMMANDER	722-1812

'EB

'SOURCES

Seymour Johnson Air Force Base	www.seymourjohnson.af.mil
TRICARE North	www.tricare.osd.mil
TRICARE (Health Net)	www.healthnetfederalservices.net
United Concordia (TRICARE Dental)	www.ucci.com
Delta Dental (Retiree Dental Program)	www.ddpdelta.org
DEERS Address Changes	www.tricare.osd.mil/DEERSAddress
National Mail Order Pharmacy (NMOP)	www.merck-medco.com

Strike Eagle Medics

...Mission...

***SUPPORT 4 FW MISSION AND
PROVIDE PREMIERE HEALTH AND
WELLNESS SERVICES...ANYTIME,
ANYWHERE!***